

ATTACHMENT 1

2005

PROPOSAL NARRATIVE OUTLINE

FY 2005 GRANTS COMPETITION

LEGAL AID AND DEFENDER ASSOCIATION, INC.

Applicant Number: 423148

MI-13

PART I – PROPOSED DELIVERY SYSTEM

A. IDENTIFYING AND ESTABLISHING THE MOST CRITICAL NEEDS

1. Process Used to Identify the Most Critical Needs

a. Date of the most recent client needs appraisal

The Legal Aid & Defender Association (LAD) conducted its most recent client needs appraisal during the month of November 2003.

b. Instruments or protocols used

LAD contracted with the Center for Urban Studies (CUS), at Wayne State University, to collect, analyze, and report the data about client needs. CUS used three research methods to collect data from a representative sample of eligible low-income metropolitan Detroit service area individuals: telephone interviews, focus groups, and a paper-and-pencil survey. The telephone interviews included a non-proportionate sample stratified by county. Two hundred completes were targeted for both Detroit and non-

Detroit Wayne County. And 100 completes were targeted for both Oakland and Macomb counties. The response rate was 40.1%.

The focus group methodology was carried out in four metropolitan Detroit service area locations, City of Detroit, Oakland County, Out-Wayne County (excludes Detroit), and Macomb County. Two different recruitment strategies were employed for the focus groups. First, CUS staff contacted residents who had participated in the LAD telephone survey who had reported having at least one of a list of needs over the past 12 months. In addition, LAD worked with partner agencies to include some of their clients in the survey. A total of 35 people participated in the focus groups. The groups lasted approximately 90 minutes and the participants were engaged and informative.

The paper-and-pencil survey used a modified version of the telephone survey. LAD staff was given the surveys to distribute to personnel at local intake centers, public service agencies, as well as local attorneys. A total of 247 clients completed the paper-and-pencil survey. In addition, attorneys completed 28 surveys on behalf of their clients.

Upon completion and across the three methodologies, 875 metropolitan Detroit area persons participated in the survey. Respondents were asked to identify which specific problems among eight general categories, they or someone in their household, had experienced during the past 12 months.

In summary, participants identified the following areas as problems that they or a member of their household had encountered during the past 12 months (in order of ranking): neighborhood employment, health care, consumer, housing, public benefits, family, education, and miscellaneous (wills, taxes, immigration).

c. Client and client group participation:

Client inclusion in the appraisal was based on demographic data gathered from the census report. For the telephone surveys, 593 eligible clients responded to the telephone questionnaire. In conducting the focus groups, LAD received support from several organizations/community groups: Northwest Neighborhood City Hall, Common Ground Sanctuary, Center for Performing Arts, and the Mt. Clemens Public Library. The paper-and-pencil surveys were completed with the support of internal LAD staff, public service agencies, and local attorneys. In all, the geographic breakdown of the returned surveys included: 165 from Wayne County, 65 from Macomb County, and 17 from Oakland County.

d. Obtaining views of clients with special access challenges

Using the three modes of data collection, telephone surveys, focus groups strategically located throughout the service area, and paper-and-pencil surveys, ensured that the widest range of respondents were reached, including hard-to-reach populations; e.g. those without telephones, Limited English Proficiency (LEP), rural residents, etc.

e. Analytical process (es) used to determine the most critical legal needs

In arriving at the critical needs that LAD would address, the following elements were taken into consideration: survey results, funding restrictions, intake statistics, staff, board and private bar input, LSC priorities, and Statewide Planning Committee recommendations. LAD also reviewed current priorities for each county as determined by current legal services providers in those counties. LAD also solicited comments from judges, attorneys, staff of the two existing providers, and metropolitan Detroit-area social service providers. At the end of its analysis, LAD management recommends a list of

critical needs and service priorities to the Policy Board. Following a review and assessment, the Board adopts the recommendations (last adopt in January 2004.)

2. Identification of the Most Critical Legal Need(s)

Based on statistical analysis of the data collected, the survey results concluded that the most critical needs addressing eligible tri-county clients were: neighborhood (streets, sidewalks need repair), employment (finding a job), health care (lack of affordable health care), consumer (denial of credit), housing (general repairs), public Benefits (child support enforcement), family (child support), education (lack of transportation), and miscellaneous (state/federal taxes).

3. Priorities Based on the Most Critical Legal Needs (cases, matters, goals)

Income Enhancement

A. Cases

1. Supplemental Security Income, veteran's and public benefits, bankruptcy and garnishments;
2. Legal matters that result in barriers to employment such as driver's license restoration, child support and garnishments.

B. Matters

1. Conduct workshops, publicize and distribute information regarding public benefit programs;
2. Refer clients to agencies and our on staff social worker that can assist them to obtain benefits;
3. Conduct community education sessions on removal of barriers to employment.